

CHAPTER 19. INSPECT A COMPUTER TESTING CENTER

SECTION 1. BACKGROUND

1. PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS) ACTIVITY CODES.

A. Maintenance: 3679

B. Avionics: 5678

3. OBJECTIVE. This chapter provides guidance on how to determine whether a computer-based airman knowledge testing center, hereafter referred to as computer testing center (CTC), continues to meet the qualifications for original certification. Detailed guidance for this job function is found in Federal Aviation Administration (FAA) Order 8080.6, Conduct of Airman Knowledge Tests, as amended. Order 8080.6 contains guidance for the testing centers on how to attain certification and maintain currency.

5. GENERAL.

A. Background. Computer testing designees (CTD) are designated to administer airman knowledge tests under the authority of Order 8080.6 and Title 49 of the United States Code (49 U.S.C.) § 44702(d). The Airman Testing Standards Branch, AFS-630, approves CTDs when the need arises. To ensure FAA jurisdictional and surveillance oversight, only U.S. companies, schools, universities, or other organizations that meet the requirements of this order may be eligible for designation. Currently there are two such companies, LaserGrade and Computer Assisted Testing Services (CATS).

B. Definitions.

(1) *Computer Testing Manager (CTM).* A person selected by the CTD, and approved by AFS-630, to serve as manager of the CTD's testing program.

(2) *Testing Center Supervisor (TCS).* A person selected by the CTM, and approved by AFS-630, to oversee the administration of airman knowledge tests.

The TCS is responsible for the operation of an approved testing center.

(3) *Alternate Testing Center Supervisor (ATCS).* A person selected and authorized by the CTM and approved by AFS-630 to serve as TCS for a period not to exceed 90 days.

(4) *Test Proctor.* A properly trained and qualified individual appointed by a TCS and approved by the CTM to administer airman knowledge tests.

7. INSPECTION AND SURVEILLANCE.

A. Inspection. Aviation safety inspectors (ASI) should inspect each CTC base of operations at least as often as the National Work Program Guidelines (NPG) indicate. The ASI must be familiar with Order 8080.6.

(1) A CTC may be spot-checked any time performance indicates that such a check is desirable.

(2) Inspections of CTCs can consist of the following:

(a) Inspection of a new center;

(b) Reinspection of the testing facilities; and/or

(c) Observation of the CTC administering computerized tests.

(3) Should an inspection indicate a discrepancy in the CTC's performance, the assigned ASI must immediately contact AFS-630 to coordinate a resolution plan and/or suspension of testing privileges at the subject site. AFS-630 will coordinate resolution of discrepancies with the respective CTM.

B. Surveillance. Surveillance of a CTC may be accomplished in conjunction with another job task if the CTC is collocated with a Title 14 of the Code of Federal Regulations (14 CFR) part 61, 141, 147 school, or 142 training center.

[THIS PAGE INTENTIONALLY LEFT BLANK]

SECTION 2. PROCEDURES

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites. This task requires knowledge of the regulatory requirements of 14 CFR parts 61, 65, and 91.

B. Coordination. This task requires coordination with AFS-630 and may require coordination with the Regional Flight Standards Division Manager.

3. REFERENCES, FORMS, AND JOB AIDS.

A. References:

- Title 14 CFR parts 1, 61, 65, and 91
- FAA Order 8080.6
- FAA Order 8700.1, General Aviation Operations Inspector's Handbook, vol. 2, ch. 25
- FAA Computerized Testing Supplements
- Knowledge Test Guides
- Practical Test Standards
- Advisory Circular (AC) 60-11, Test Aids and Materials That May Be Used by Airman Knowledge Testing Applicants
- AC 60-25, Reference Materials and Subject Matter Knowledge Codes for Airman Knowledge Testing
- AC 60-26, Announcement of Availability: Flight Standards Service Airman Training and Testing Information

B. Forms:

- FAA Form 8430-9, Certificate of Authority

C. Job Aids:

- FAA Airman Knowledge Testing Center Quality Assurance Inspection Checklist
- FAA Airman Knowledge Testing Authorization Requirements Matrix
- FAA Airman Knowledge Testing Center List
- FAA Recurrent Training Messages

NOTE: All of the above job aids are located on the AFS-600 Web site:

<http://afs600.faa.gov/AFS630.htm>, at the link "Airman Knowledge Computer Testing" under AFS-630-Related Links.

5. PROCEDURES.

A. Determine the Need for Inspection. Conduct the inspection as a result of any of the following:

- At least as often as the NPG indicate
- Upon request by AFS-630
- As part of a certification process of a new CTC
- As a result of complaints about the CTC administration of tests
- While accomplishing another surveillance job task of a collocated part 61, 141, 147 school, 142 training center

B. Pre-Inspection Activity. Review the Vital Information Subsystem (VIS) office file on the CTC for the following:

- Previous inspection results
- Complaints (disregard complaints about the amount of the fee)
- Any correspondence between the CTC, AFS-630, and the Flight Standards District Office (FSDO)

C. Schedule Appointment. If possible, schedule the inspection to occur while tests are being administered. Unscheduled inspections can also be performed. Review the CTC "times of operation" and note that some centers are "closed campus" centers (this will help in the scheduling of the inspection).

D. Conduct Inspection. See the FAA Airman Knowledge Testing Center Inspection Checklist (available on the AFS-600 Web site) for guidance. CTC must meet all the requirements in Order 8080.6. These include the following areas:

- Testing Center Facility Requirements
- Testing Center Personnel and Training
- Surveillance and Security Procedures
- Testing Center Daily Log
- Reference and Testing Materials

E. Computer Testing Method. The computerized test results/reports are available immediately upon completion of the exam.

(1) When an applicant takes the Aviation Mechanic General (AMG), Aviation Mechanic Powerplant (AMP), Aviation Mechanic

Airframe (AMA), Inspection Authorization (IA), or other knowledge test, a test report is generated. This report does not contain any FAA form number and does not resemble previous written test results.

(a) Results are issued on plain bond computer printout indicating that it is an FAA knowledge test.

(b) The following will appear on the computerized Airman Knowledge Test Report:

- i. Applicant's last name, first name, and middle name/initial.
- ii. Social security number or date of birth (Applicant ID).
- iii. Exam title.
- iv. Exam number (ID).
- v. Date of testing.
- vi. Exam site.
- vii. Score(s).
- viii. Results (pass/fail).
- ix. Take number.
- x. Subject matters codes.
- xi. Expiration date.
- xii. "Do Not Lose This Report."

NOTE: See sample illustration of an airman knowledge test report in Order 8080.6, appendix 1, fig. 12.

(c) An embossed company seal is applied to the test report. The test report is valid only when the embossed seal is on an original copy and should be accepted for testing purposes or certification. Photocopies are not valid for retesting, oral and practical testing, or for the issuance of a certificate.

(d) An applicant may obtain a letter of confirmation or duplicate by contacting the Airman Certification Branch, AFS-760.

F. Identification and Processing of Applicants. The ASI must be aware of these requirements.

(1) Before the test administration, the proctor must ensure that each applicant provides positive proof of identification, a permanent mailing address, and documentary evidence of age. The identification presented must include a current photograph,

signature, and mailing address. This information may be presented in more than one form of identification.

- Acceptable forms of photo identification for **U.S. citizens and resident aliens** include, but are not limited to, driver's licenses, government identification cards, passports, alien residency cards, and military identification cards.
- Acceptable forms of photo identification for **non-U.S. citizens must** include a passport, in addition to one or more of the following: driver's licenses, government identification cards, and/or military identification cards.
- Some applicants may not possess suitable identification as described above. In the case of an applicant under age 21, the applicant's parent or guardian may accompany the applicant and identify themselves as described above. The parent or guardian may then attest to the applicant's identity.

(2) The proctor must not administer a test to an applicant who does not present proper test authorization. By signing the testing center daily log, applicants are certifying that they meet the applicable eligibility requirements contained in Order 8080.6 and the appropriate part of 14 CFR. If applicant eligibility is in doubt, the proctor should confer with the CTM. The CTM may find it necessary to contact AFS-630 for further guidance.

(3) The proctor must make a legible photocopy of any identification and authorization documents presented at the time of applicant processing. These copies must be attached to the applicable daily log.

(4) The testing center must provide a daily log for applicant sign-in and sign-out. The sign-in/out logs must be maintained in an accurate and complete manner, including posting of the "IMPORTANT NOTICE FOR AIRMAN APPLICANTS" at the top of each log sheet. All applicants must be advised to read this notice before signing the log. The log sheet must be formatted to collect the following:

- Applicant's printed full legal name—in English
- Full legal signature—in English
- ID number or date of birth
- Type of test

- Date of test
- Time in for each test
- Time out for each test
- Initials of the proctor for each test administered for both login and logout

NOTE: Testing center daily logs must be retained for a period of 2 years, along with copies of the ID.

(5) The top of each log sheet must contain the following notice:

**IMPORTANT NOTICE FOR AIRMAN
APPLICANTS**

By signing below, you are certifying that you do not already hold a valid, current certificate or rating in the area in which you are testing. Furthermore, you are certifying that you are in compliance with the appropriate FAA eligibility requirements; and, if this is a retest, you are also in compliance with the retesting requirements. Failure to meet these requirements may be grounds for enforcement action, which could result in suspension or revocation of any airman certificate or rating.

7. TASK OUTCOMES.

A. File a PTRS Data Sheet.

B. Complete the Task. Completion of this task will result in one of the following:

(1) *Satisfactory Inspection.* Upon accomplishing a testing center inspection, the ASI will use the PTRS work activity code to record the inspection, using the comment section of the report to state any concern or discrepancies and place it in the FSDO files.

(2) *Unsatisfactory Inspection.*

(a) Advise the proctor/examiner of all the discrepancies noted. Discuss any discrepancies that can be corrected immediately.

(b) The ASI must advise AFS-630 of all discrepancies, either through phone, fax, or e-mail. If the ASI feels the discrepancy or discrepancies are deserving of emergency action, AFS-630 must be contacted immediately to coordinate a resolution plan and/or suspension of testing privileges at the offending center.

NOTE: The ASI MUST NOT call Lasergrade or CATS directly.

(c) FAA contact points:

Airman Knowledge Testing Standards Branch,
AFS-630
Airman Knowledge Testing Program Manager
P.O. Box 25082
Oklahoma City, OK 73125

Airman Knowledge Testing Program Manager—
405-954-5313
FAA LaserGrade Program Analyst—405-954-6352
FAA CATS Program Analyst—405-954-6744

(d) AFS-630 will coordinate resolution of discrepancies with the respective CTM in accordance with Order 8080.6. The FSDO will be cc'd on all correspondence.

9. FUTURE ACTIVITIES.

A. Continued surveillance of the CTC.

B. Investigation of the CTC in response to a complaint.